



GOVERNMENT OF PUERTO RICO  
TELECOMMUNICATIONS REGULATORY BOARD  
OF PUERTO RICO



# **Puerto Rico TRS Complaint Log FCC Report 2016-2017**



## GOBIERNO DE PUERTO RICO

Junta Reglamentadora de Telecomunicaciones

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th St., SW, Rm TW-B204  
Washington, DC 20554

Re: Telecommunications Relay Service; Consumer Complaint Log  
CG Docket 03-123

Dear Ms. Dortch:

The Telecommunications Regulatory Board of PR ("TRB"), pursuant to Section 64.604 (c) (1) of the Federal Communications Commission rules, hereby informs the Commission that there were no TRS nor STS related complaints filed during the period of June 1, 2016 to May 31, 2017.

Should you need additional information, you may contact me at 787-756-0804, ext. 3052 or by my E-Mail address: [rmiranda@jrtpr.gobierno.pr](mailto:rmiranda@jrtpr.gobierno.pr)

Respectfully submitted,

Roberto Miranda  
TRS Contract Administrator on behalf of the  
Telecommunications Regulatory Board of Puerto Rico

Cc:

President and Commissioners of the  
Telecommunications Regulatory Board of Puerto Rico



Complaint Tracking for Puerto Rico (06/01/2016-05/31/2017). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
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# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

News Media Information 202 / 418-0500  
Internet: <https://www.fcc.gov>  
TTY: 1-888-835-5322

DA 17-565

Released: June 8, 2017

**REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS  
RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF  
CONSUMER COMPLAINTS IS DUE BY JULY 3, 2017**

**REMINDER OF ONGOING OBLIGATION TO REPORT  
CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS**

**CG DOCKET NO. 03-123**

Obligation to File Annual Summary of Consumer Complaints.

The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)<sup>1</sup> that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2016 through May 31, 2017, on or before Monday, July 3, 2017.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.<sup>2</sup> State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both state and interstate TRS providers must file summaries of their respective complaint logs with the Commission annually.<sup>3</sup> These summaries are intended to provide an indication to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.<sup>4</sup>

Complaint log summaries shall pertain to complaints received from June 1, 2016, through May 31, 2017, and include at a minimum, the total number of interstate relay calls by type of TRS (i.e., traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP relay service (IP Relay), and video relay service (VRS)), the number of complaints alleging a violation of the federal

<sup>1</sup> Providers of interstate TRS service include all Internet-based TRS providers.

<sup>2</sup> See 47 CFR § 64.604(c)(1)(i); see also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-5145, para. 9 (2000) (*Improved TRS Order*).

<sup>3</sup> 47 CFR § 64.604(c)(1)(ii).

<sup>4</sup> *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

program continues to meet federal mandatory minimum standards after implementing the substantive change.<sup>8</sup> Similarly, providers of VRS, IP Relay and IP CTS certified under section 64.606 of the Commission's rules<sup>9</sup> must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change.<sup>10</sup> Notices of substantive changes in TRS Programs must reference **CG Docket No. 03-123**.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <https://www.fcc.gov/general/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <https://www.fcc.gov/general/internet-based-trs-providers>.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW., Room CY-A257, Washington, DC 20554.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to: [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at: (202) 418-0530 (voice), (844) 432-2275 (videophone), or (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at: <https://www.fcc.gov/general/disability-rights-office>.

For further information regarding this *Public Notice*, contact Robert McConnell, Consumer and Governmental Affairs Bureau, Disability Rights Office, (202) 769-0760 (videophone and voice), or email: [Robert.McConnell@fcc.gov](mailto:Robert.McConnell@fcc.gov).

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<sup>8</sup> 47 CFR § 64.606(f)(1).

<sup>9</sup> 47 CFR § 64.606.

<sup>10</sup> 47 CFR § 64.606(f)(2).



June 16, 2017

Roberto Miranda  
Special Assistant to the President  
Puerto Rico Telecommunications Regulatory Board  
500 Ave. Roberto H. Todd (Parada 18- Santurce)  
San Juan, PR 00907-3941

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Miranda,

Sprint has provided you the following information to support your filing with the FCC for the Commonwealth of Puerto Rico:

- An annual Complaint Log which includes complaints received between June 1, 2016 and May 31, 2017 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

**State Complaint Log Summary filings must reference CG Docket No. 03-123.** Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- **Electronic Filers:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.